

14

15

16

17

18

19

20

21

22

23

24

25

26

27

BEFORE THE ARIZONA CORPORATION) COMMISSION

3	COMMISSIONERS KRISTEN K. MAYES - CHAIRMAN GARY PIERCE	- 2009 JUN	-9 P 3:39	Arizona Corporation Commission DOCKETED
4	PAUL NEWMAN SANDRA D. KENNEDY		COMMISSION ET CONTROL	JUN - 9 2009
5	BOB STUMP			DOCKETED BY
6)		
7	Kim Jorgenson,)	DOCKET NO.	E-01933A-09-0245
8	Complainant,) 		ECTRIC POWER
9	VS.)	FORMAL CO	S RESPONSE TO DMPLAINT AND
10	TUCSON ELECTRIC POWER COMPA) NV)	MOTION	TO DISMISS
11		.)		
12	Respondent)		
13				

Tucson Electric Power Company ("TEP" or the "Company"), through undersigned counsel, respectfully responds to the formal complaint filed by Mr. Kim Jorgensen on May 19, 2009 ("Formal Complaint"). TEP also respectfully requests the Arizona Corporation Commission ("Commission") dismiss the Formal Complaint on the grounds that Mr. Jorgensen is responsible for the unpaid balances on accounts billed for electric service. TEP is requesting payment of unpaid balances for services rendered to Landmark Properties, LLC ("Landmark Properties"), of which Mr. Kim Jorgenson is the owner, in the amount of \$355.34.

I. **BACKGROUND**

Mr. Jorgensen is a customer of TEP. He alleges in his Formal Complaint that he has a "running dispute" with TEP regarding past due bills that have accrued under an Agreement for Continuing Electric Service to Landlord's Premises ("Agreement"); a copy is attached hereto as Exhibit A. The Agreement allows the customer, who is an owner or leasor, to continue electric service without interruption when his tenant or lessee vacates an affected property. Jorgensen claims that TEP has failed to clarify certain bills under the Agreement.

Prior to Mr. Jorgensen's Formal Complaint filed with the Commission a TEP Representative from the credit and collections department contacted the Landmark Properties Office Manager in December 2007 and provided her with an explanation and description of unpaid balances in the amount of \$1,495.34 for various apartment units during non-occupied periods under the name of Landmark Properties. The TEP Representative explained to the Office Manager that due to outstanding and unpaid balances, TEP was canceling the Agreement with Landmark Properties as of December 2007. A TEP Commercial Account Manager ("CAM") later spoke with Mr. Jorgensen on January 8, 2008 regarding TEP's decision to cancel the Agreement. At that time, Landmark Properties was once again requested to remit payment for the unpaid balances.

II. COMPLAINT ALLEGATION No. 1

Mr. Jorgensen specifically alleges, "We then asked TEP for a complete current accounting, including what charges have been transferred to and from where, and how our many payments had been applied. TEP claimed that this was too much work for them to do, and they refused."

TEP RESPONSE

2.7

Contrary to Mr. Jorgensen's claims, TEP provided him with monthly bills during the time of service. Further, TEP provided a bill for the transferred balance on each of these accounts. In an effort to assist Mr. Jorgensen, a TEP CAM provided a spreadsheet in January 2008 which provided the customer with account numbers and unit numbers that had outstanding balances with TEP. The spreadsheet is attached hereto as Exhibit B. The information sent to Mr. Jorgensen also included the account numbers and unit numbers of where these balances were transferred to on active billing accounts, as well as copies of the bills mailed prior to January 2008; copies of these bills are attached hereto as exhibit C.

III. COMPLAINT ALLEGATION No. 2

Mr. Jorgensen states, "After many more months, in August of 2008, we agreed on a compromise settlement so that they would not have to do this internal accounting. We settled on

a sum, payable in four payments, and this sum was paid by us. Now, after we have paid it off, they are claiming that the amount we settled on was incorrect (i.e., that they had made mistakes in their accounting) and demanding (without explanation) that more bills from this period have surfaced and we simply pay them without any backup and once again threatening to cut off our service".

TEP RESPONSE

TEP does not enter into payment "settlement agreements", but may offer a deferred payment plan in order to collect unpaid bills for electric service. For information on TEP's deferred payment plan, please see TEP's approved Rules and Regulations, Section 11.H, attached hereto as Exhibit D. On August 22, 2008 a Landmark Properties employee contacted TEP's CAM and requested a payment arrangement to avoid electric services from being disconnected. The CAM identified \$1,140.00 as the outstanding balance during his initial investigation in August 2008, and agreed to provide Landmark Properties with a payment arrangement for four (4) installment payments of \$285.00 a month. After additional research was completed, TEP's same CAM contacted Landmark Properties in October 2008 and left a message to address other accounts, with unpaid balances, in the amount of \$355.34, under Landmark Properties. The total amount identified by the CAM (\$1,495.34) is the same amount that was provided to Landmark Properties in December 2007. Again, contrary to Mr. Jorgensen's claims, TEP provided him with monthly bills and bills for transferred balances that were consistent with the amount (\$1,495.34) that TEP originally provided regarding Landmark Properties unpaid balances.

IV. COMPLAINT ALLEGATION No. 3

Mr. Jorgensen stated in his complaint that, "TEP admitted they had lost track of all transfers they had done and that not only should we simply pay them based on their word but, incredibly, that more bills might still surface and that they could not tell us how much they claimed we still owed"

TEP RESPONSE

V. <u>CONCLUSION</u>

 This allegation is simply not true. On May 4, 2009, a conference call was held with TEP representatives, Commission Staff and Mr. Jorgensen. During the call, TEP explained that the unpaid balances for Landmark Properties were transferred from closed accounts to active accounts for Landmark Properties; TEP billed the customer to notify him of the transferred unpaid balances. Once balances have been transferred to an active account, TEP no longer tracks the origin of the unpaid balance and the unpaid account is then closed. TEP also explained to Mr. Jorgensen that TEP will continue to hold him responsible for unpaid balances as they are discovered if they are associated with any of his accounts (i.e. "Mr. Kim Jorgensen" or "Landmark Properties"). For information on TEP's Billing and Collection Policy, please see TEP's approved Rules and Regulations, Section 11.B.2 and 11.C, attached hereto as Exhibit E.

TEP will continue to work with Mr. Jorgensen to provide any additional detail on the remaining amounts owed to the Company. Nevertheless, TEP respectfully requests that the Commission dismiss Mr. Jorgensen's Formal Complaint. On numerous occasions TEP has provided bills and explanations regarding the amounts due for unpaid balances on Mr. Jorgensen's accounts for Landmark Properties. During the informal complaint process in which Mr. Jorgensen made the same allegations, Commission Staff found no fault with TEP's accounting or billing and collection practices. TEP followed, and continues to follow, its Rules and Regulations, the Arizona Administrative Code and all applicable Arizona laws. Therefore, TEP respectfully request that the motion to dismiss be granted.

RESPECTFULLY SUBMITTED this 9th day of June 2009. 1 2 TUCSON ELECTRIC POWER COMPANY 3 4 Michelle Livengood 5 Tucson Electric Power Company One South Church Avenue, Ste 200 6 Tucson, Arizona 85701 7 Attorney for Tucson Electric Power Company 8 9 Original and 13 copies of the foregoing 10 filed this 9th day of June 2009 with: 11 **Docket Control** 12 Arizona Corporation Commission 1200 West Washington Street Phoenix, Arizona 85007 13 14 Copy of the foregoing hand-delivered/mailed this 9th day of June 2009 to: 15 Lyn A. Farmer, Esq. 16 Chief Administrative Law Judge Hearing Division 17 Arizona Corporation Commission 1200 West Washington Street 18 Phoenix, Arizona 85007 19 Janice Alward, Esq. 20 Chief Counsel, Legal Division Arizona Corporation Commission 21 1200 West Washington Street Phoenix, Arizona 85007 22 Ernest G. Johnson 23 Director, Utilities Division Arizona Corporation Commission 24 1200 West Washington Street Phoenix, Arizona 85007 25

26

27

EXHIBIT A

928-774-6396

UNS GAS INC Sheri Houston 520-325-8753

PAGE 02 E. q

AGREEMENT FOR CONTINUING ELECTRIC SERVICE TO LANDLORD'S PREMISES PO Box 711, SC122 Tucson, AZ 85702

This agreement is entered into between Tu	ucson Ricctric Power Company ("TEP") and	CAMAM ARK
/ "Landlord") this / o	the day of serventing, 20 06.	
WHEREAS, Landlord owns certain premises ("Pr	emises") identified below and incorporated by reference	e beroin.
Addresses to be covered by Agreement:		
3737 E. BEZLEVUE 577	? ,	
TV 50 N. AZ 85716.		
	3. 14	
		· ~
WHEREAS, the Premises are from time to time le	asod to tenents and vacated thereby.	•
	to the Premises continuo during those periods of time	that the Premises are
vacated by the tenants.		
NOW TRIBREFORE, in consideration of the mut follows:	rual coverants and promises contained herein, TRP an	d Landlord egrec as
1. TEP shall provide electric service to the Premi	eat.	
	effect for residential/commercial customers, for all elec	nic service providad
to the Premises unless and until TEP receives notice that th	e Promises are occupied by a tenant who shall be liable	for the payment for
electric service rendered thereto. Should TBP receive the		tric service shall be
restricted to those periods when the Premises are vacated by		ian at mansisa nadaa
this agreement and to the Landbord each time service is esta	.50 will be charged to Landlord for the initial connects	
	provide TEP with such applicable account number	
paymont should be discoted.		
 Landlord agrees to be responsible for, and to tenant. 	pay to TEP, all charges which are in dispute between	n Landlord and the
	of Landlord to sign and voturn this Agreement to TEP w	rithin 30 days of the
date of rupaipt will result in a withdrawal of litts offer a	nd the immediate termination of any existing Agreen	ocut for Continuing
Electric Service to Landlord's Premises,	M. A	
7. This Agreement shall continue in effect unti- Agreement or such time as TSP elects to discontinue this A	dl suob time as Landlord gives TEP written notice of	f revocation of this
to Desartement and Livings with my and address the compressional states of a	Promonder.	
# LAVVDMASK PRICETORS Billing Name of Landlord		
Billing Name of Landlord		
3737 E. BEZCETUE STR.	#KL 96716	
Mailing Address of Landlord	7, 0.5	
(ADDRESS WHERE BILLS SHOULD BE MAILED)		
323-657-6434 Phone Number (Home) (Business)	Can Commence Professiones	- hu
,		3
7/10/06	Chala Cana	
Date	STRUCTURE (2)	
	**MUST BE SIGNED BY PROPERTY OWNER C	R
A / A	CORPORATE OFFICER**	
(Mat) puls	PERM	
Tueson Rischic Power Company Representative	MECEIA	ED SEP 28 2006
9-19-06	•	~~~ 40 X006
Date Accepted		V 1 F
-		

EXHIBIT B

Section Colored Colo	ACCOUNT XFR TO	ACCT XFR FROM	AMOUNT			
\$179.71 \$170.02 \$170.03 \$170.0	3774215558		N S	DATE	APT	Comments
\$20.00 2.4		3 8			25	N course
1922835016 140.26 12202007 22 1922835016 140.26 12202007 22 1922835016 140.26 12202007 22 1922835016 1069759645 22 125.66 51772007 22 12202007 22 12202007 22 12202007 22 12202007 22 12202007 22 12202007 22 12202007 22 12202007 22 12202007 22 1220207 22 12202007 22 1220207 22 22 22 22 22 22 2	Lorent hat is 6000 or	9603263585		ľ	3 3	W. Latinianis made on this account. Closed on 7.5.07
100075045 1000	CHOIL OIL IS \$203.24		6440 04		215	The account closed in 11-6-06 No. new control of the control of th
19075904 109759045 28.8 428/2007 22 1009759045 28.8 4.28/2007 22 1009759045 29.8 51772007 22 1009759045 29.8 51772007 22 1009759045 29.8 51772007 22 1009759045 29.8 51732007 22 1009759045 29.8 51.0 1099759045 20.8 51.0 1099759045 20.8 51.0 1099759045 20.8 51.0 1099759045 20.8 51.0 1099759045 20.8 51.0 1099759045 20.8 51.0 1099759045 20.8 51.0 1099759045 20.8 51.0 1099759045 20.8 51.0 1099759045 20.8 51.0 1099759045 20.8 51.0 1099759045 20.8 51.0 1099759045 20.8 51.0 1099759045 20.8 51.0 1099759045 20.8 51.0 1099759045 20.8 51.0 1099759045 20.8 51.0	8038237033	10			24	Rest of this hall is from any 24 has been made to account
106975845 38.46 4/26/2007 22 4	ument bill is \$179 71			12/20/2007	707	First 2 has feet and an
7190716165 28.8 4/26/2007 22 7100716165 40264281 125.66 5/17/2007 21 84.43 5/24/2007 21 84.43 5/24/2007 21 84.43 5/24/2007 21 84.43 5/24/2007 21 84.43 5/24/2007 21 84.43 5/24/2007 11 84.1320/10027 84.2 2 8/20/2007 11 84.2 1/18/2007 22 84.2 1/18/2007 22 84.2 1/18/2007 22 84.2 1/18/2007 22 84.2 1/18/2007 22 84.2 1/18/2007 22 84.2 1/18/2007 22 84.2 1/18/2007 22 84.2 1/18/2007 22 84.2 1/18/2007 22 84.2 1/18/2007 22 84.2 1/18/2007 22 84.2 1/18/2007 22 88.128/23/23/23 88.128/23/23/23 88.128/23/23/23 88.128/23/23/23 88.128/23/23/23/23/23/23/23/23/23/23/23/23/23/	462001				ŝ	WITH THE MAN DESIGNATION SCOOL COORD IN P. 177
7190718165 420963281 125.86 5/17/2007 22 3481485347 186.86 7/13/2007 23 3481485347 186.86 7/13/2007 14 3207100227 63.38 8/10/2007 14 3207100227 63.38 8/10/2007 14 3207100227 63.38 8/10/2007 14 3207100227 14 38 3/10/2007 14 38 3/10/2007 14 38 3/10/2007 14 38 3/10/2007 14 38 3/10/2007 14 38 3/10/2007 14 38 3/10/2007 14 38 3/10/2007 14 38 3/10/2007 14 38 3/10/2007 14 38 3/10/2007 14 38 3/10/2007 14 38 3/10/2007 14 38 3/10/2007 14 38 3/10/2007 14 3/10/200	0.000000	1069759845		4DRDANT	70	
7180716165 7420853281 125.66 5/17/2007 22 3481483347 168 68 7/13/2007 21 8128723761 70.36 8/10/2007 11 8128723761 63.38 8/10/2007 11 8420100273845 71.02 10/19/2007 11 8420105383 842 10/28/2007 22 842015383 842007 22 842015383 842007 22 842015383 842007 13 842016151385 40.51 11/21/2007 22 8420283596 124.58 8/12/2007 13 861282283596 124.58 8/12/2007 13 861282283596 124.58 8/12/2007 17 86128283596 124.58 8/12/2007 17 86128283596 124.58 8/12/2007 17 86128283596 124.58 8/12/2007 17 86128283596 124.58 8/12/2007 17 86128283596 124.58 8/12/2007 17 86128283596 126.58 8/12/2007 17 8612828359 178.77 86128237033 178.77 8612805837 178.77 8612806833 178.77 8612806833 178.77 8612806833 178.77 8612806833 178.77 8612806833 178.77 8612806833 178.77 8612806833 178.77 8612806833 178.77 8612806833 178.77 8612806833 178.77 8612806833 178.77 8612806833 178.77 8612806834 178.77 8612806834 178.77 8612806834 178.77 8612806834 178.77 8612806834 178.77 8612806834 178.77 86128073806 188 86128073807 188 86128073806 188 86128073807 188 86128073807 188 8				1000	٥	I'ms was transferred into acci 1932835018 than to
1.00	7190718165	420983284				2028237033
Second S		7826424665		3/1//2007	221	No Description marks to this
100 100		1000		5242207	2	No neumant made to ma
Street		3491483347		7/19/2007	3 6	The second control of
1087283645 42.32 920/2007 1087286445 42.32 920/2007 12 10897286445 42.32 920/2007 12 10897286445 42.32 920/2007 12 108972845 40.51 11/21/2007 22 108972845 40.51 11/21/2007 22 1311720421 42.4.58 8/18/2007 21 1311720421 42.4.58 8/18/2007 13 1311720421 42.4.58 8/18/2007 13 1311720421 42.4.58 8/18/2007 13 1311720421 43.4.50 12/8/2007 13 1311720421 43.4.50 8/18/2007 13 1311720421 43.4.50 8/18/2007 13 1311720421 43.4.20 11/2008 16 108973978 20.9.24 11/2008 21 108973945 24.38 11/1/2008 6 108973945 24.38 1/11/2008 6 108973945 24.38 1/11/2008 6 108973945 24.38 1/11/2008 6 108973945 24.38 1/11/2008 6 108973945 24.38 1/11/2008 6 108973945 24.38 1/11/2008 6 108973945 24.38 1/11/2008 6 108973945 24.38 1/11/2008 6 108973945 24.38 1/11/2008 6 108973945 24.38 1/11/2008 6 108973945 24.38 1/11/2008 6 108973945 24.38 1/11/2008 6 108973945 24.38 1/11/2008 6 108973947 1/10/2008 6 108973948 24.38 1/11/2008 6 108973948 24.38 1/11/2008 6 108973948 24.38 1/11/2008 6 108973948 24.38 1/11/2008 6 108973948 24.38 1/11/2008 6 108973948 24.38 1/11/2008 6 108973948 24.38 1/11/2008 6 108973948 24.38 1/11/2008 6 108973948 24.38 1/11/2008 6 108973948 24.38 1/11/2008 6 108973948 24.38 1/11/2008 6 108973948 24.38 1/11/2008 6 108973948 24.38 1/11/2008 6 108973948 24.38 1/11/2008 6 108973948 24.38 24.38 1/11/2008 6 108973948 24.38		8129723761		TON STATE	210	no payment made to this account/ unit is professional to
4132070066 63.38 8102007 10 1089758645 42.32 9202007 25 1089758645 71.02 10782007 25 1089758645 71.02 10782007 25 1089758645 71.02 10782007 25 1089758645 71.02 10782007 25 108975865 71.02 10782007 25 108975865 71.02 10782007 25 108975865 71.02 10782007 11 12.02 1089758645 71.02		5550110500		2007//10	13	No payment made to this account
1069758645 42.32 920/2007 25 1069758645 1078/2007 12 1078/2007 12 1078/2007 12 1078/2007 12 1078/2007 12 12 1078/2007 12 12 12 12 12 12 12 1		4420000000		8/10/2007	101	No newment made to this
1089758845 71.02 10/19/2007 12		413207038		TUUCUCA	F	
1089759645 71,002 95,007 12		1069759845		-000000		W PERMITTE MADE to this account
1019/2007 12 1019/2007 12 104/2007 12 16/2007 12 16/2007 12 16/2007 12 16/2007 12 16/2007 12 12 12 12 12 12 12 1		1049750845		שכחכוו		No peyment made to this account /
The Properties of the Community of the		2007100100		10/19/2007		to newment made to this
The state The		0240015383		10/28/2017		
104 2618151365 40.51 117210007 221 117210007 221 117210007 221 12170007 221 12170007		7887236301		110000		NO payment made to this account / unit is active and hee a decided in
104 11/21/2007 22 14/2		26181512EE		1 INCOUNT	22	to payment made to this account
Committee	ent bill is \$31.04	STATE OF THE PARTY		11/21/2007	221 N	to perment marks to this source.
Committees				-		
Account numbers						WAXING (190/18165) recorded a payment of Soba 22 on 42 E pa
Account numbers Amounts Owing Date Closed Act 8 131172042 124.56 8/18/2007 216 131172042 154.25 1/2/2006 18 881080581 56.54 9/2/1/2007 7 881080582 65.54 9/2/1/2007 7 812080582 65.54 9/2/1/2007 7 812080582 67.68 8/13/2007 7 9978467848 112.38 8/12/2007 225 9978467848 112.38 8/1/2007 225 9978467848 124/2007 225 9038237033 179.71 1/3/2008 12 7190718165 231.04 1/2/2008 12 7190718165 231.04 1/2/2008 12 7190718165 54.61 active			+			/0-0-71 IN GRADO
Account numbers						
Macount numbers				-	 	
131172042 124.58 8/16/2007 216 131172042 154.26 1/3/2006 18 1/3/2006 18 1/3/2006 18 1/3/2007 13 18 1/3/2007 13 18 1/3/2007 14 1/3/2007 14 1/3/2007 14 1/3/2007 14 1/3/2007 14 1/3/2007 14 1/3/2007 14 1/3/2007 14 1/3/2007 14 1/3/2007 14 1/3/2006 1/3/2007 1/3/2007 1/3/2006 1/3/2007 1/3/2006 1/3/2007 1/3/2006 1/3/2006 1/3/2007 1/3/2006		£		Т	T	
1311720421		68032R3505	1	7		ONTHERITS
154.226 154.226 16.54 1/3/2006 16.54 1/3/2007 1.3 1/3/2007 1.3 1/3/2007 1.3 1/3/2007 1.3 1/3/2007 1.3 1/3/2007 1.3 1/3/2007 1.3 1/3/2007 1.3 1/3/2007 1.3 1/3/2007 1.3 1/3/2007 1.3 1/3/2007 1.3 1/3/2007 1.3 1/3/2007 1.3 1/3/2007 2.5 1/3/2007 2.5 1/3/2007 2.5 1/3/2007 2.5 1/3/2007 2.5 1/3/2008 1.3 1/3/2008 1/3/2		42447244	00.72	/ODZ/DL/Q	215 N	O Perments made to this assess
881080581 38.11 12852007 13 881080581 56.54 927/2007 7 582038500 78.22 3/13/2007 11 7011618460 224.36 8/14/2007 17 705841722 31.83 174/2007 225 3491483347 29.67 11/2008 218 108975845 24.38 1/11/2008 6 377421558 209.24 1/15/2008 6 377421558 209.24 1/15/2008 6 7190718165 31.04 127/2007 4		17477116	154.25	1/3/2006		Devices and the second
8810880591 56.54 947/2007 7 5822039500 78.22 8413/2007 11 619086837 67.68 9414/2007 17 7011618460 224.36 87/2007 15 6978467848 112.38 87/2007 225 3491483347 29.67 177/2008 218 1089759845 24.38 1/11/2008 6 3774215556 209.24 1/15/2008 27/8 6038237033 179.71 1/3/2008 12 7190718165 31.04 127/2007 4		8129723761	38,11	12ACONT		September 10 mile account
5822039500 78.22 84/32007 11 618088837 67.68 94/42007 17 7011618460 224.35 84/32007 15 6978467848 112.36 87/2007 15 7028431122 31.83 124/2007 26 3491483347 29.67 1/7/2008 6 3774215558 24.38 1/11/2008 6 3774215558 209.24 1/15/2008 12 7190718165 31.04 1/2/7/2007 4 72347481762 54.61 54.61 4		8810660591	EK EA	10000000		or ayments made to this account
616086807 67.68 9/13/2007 11 11 11 11 12 12 13 13		CONTRACTOR	5	/M2//2m	Z	D Payments made to this account.
701618460 224.35 874/2007 17 7011618460 224.35 872007 15 872007 15 872007 15 872007 15 872007 25 872007 25 3491463347 29.67 1172006 216 377421856 209.24 1172006 227 8038237033 179.71 113/2008 12 7190718165 31.04 1277207 4 1277		OCCUPANT OF	18.22	8/13/2007		O Payments made to this A
7011618460 224.35 872007 15 8978467648 112.36 8772007 225 3491483347 29.67 1172008 218 1089758945 24.38 11112008 6 3774215556 209.24 11152008 6 7190718165 31.04 1277207 4		010000037	67.68	91472007		Demont.
0978467846 112.38 9472007 225 7628431122 31.83 124/2007 225 3491483347 28.67 1772006 218 1089758845 24.38 111/2008 6 3774215558 209.24 115/2008 127 1190718165 31.04 12772007 4		7011618460	22.425	Phone		THE PROPERTY OF THE SECOUNT
7628431122 11.39 W1/2007 225 3491483347 29.67 1172006 218 1089759845 24.36 1/11/2006 218 3774215558 209.24 1/15/2008 6 6038237033 179.71 1/3/2008 12 7190718165 31.04 12/7/2007 4		89784R7R4R	140.00	d'action!		o Payments made to this account
3491463347 29.67 17/2007 26 377452645 29.67 17/2006 216 377421656 208.24 17/52006 227 6036237033 179.71 1/3/2006 227 7190718165 31.04 12/7/2007 4 2347481762 54.61 active		7678423450	17.30	7//2007		Perments made to this sowers
108075845 29.67 1/7/2006 218 1/08075845 24.38 1/1/2006 6 3774215656 209.24 1/1/2006 227 1/190718165 31.04 1/2/7/2007 4 2/1		7711640701	31.83	12/4/2007		Pareneris made to this
1069759645 24.38 1/11/2008 5.1 3774215558 209.24 1/15/2008 227 8038237033 179.71 1/3/2008 12 7190718165 31.04 1/2/7/2007 4 2347481762 54.61 active		3491483347	29.67	4000A		
3774215556 209.24 1/15/2008 227 9038237033 179.71 1/3/2008 12 7190718165 31.04 12/7/2007 4 2347481762 54.81 active		1089759845	24 36	2000		A PRINCES TRACE TO THE SEXXUENT
7190718165 31.04 12772008 227 7190718165 31.04 12772007 4 2347481762 54.61 active		3774245550	000	1/1 1/2/UB		Payments made to this account
7190718165 31.04 12772008 12 7190718165 31.04 12772007 4 2347481762 54.61 active		0000134110	200 24	1/15/2008		6 above for fransferrad services.
7190718165 31.04 12/72007 4 2347481762 54.81 active		GU3623/U33	179.71	1/3/2008	45.00	abrama for transfer of the DB / No payments made
2347481762 54.81 active		7190718165	31 04	42012nn7	!	The partie of the bill No payments made
2347481762 54.81 active				TOWN I	8	e access for transferred amounts on this bit
2347481762 54.61 active						
2347481762 54.61 active	Account					
31762 54.61 active				-		
		2347481762	54.61 act	9		And the state of t
						THURSON TWO DRYMENTS made to this account

EXHIBIT C

Account:

7190718165

Bill Date:

12-11-2007

Customer Name: LANDMARK PROPERTIES

Service Address: 3737 E BELLEVUE ST. 4

TUCSON AZ 85716-4036

Previous Balance	- Payments/Credits	+ Charges/Debits	= Current Balance
647 72	688.23	71 55	31 04

DUE DATE	AMOUNT DUE
12-26-2007	531.04

Payment: \$688.23 on 12.05.2007 - Thank You!

R01 - Residential (Closed Service No. 7190718050)

Cost of Electric Service Used 11-15-07 - 12-7-07

Cost of Electric Service Used 11-13-07 - 12-7-07			
			Historical Usage
COMPETITIVE SERVICES		11987	
Generation of Electricity	17.83	İ	1 1 1
Transmission & Ancillary	3 24	467 -	
Billing	2.52	• 1	
Meter Services	1 01		
Meter Reading	0 80	578-	
The Above Competitive Charges Can		1	
Be Compared to Other Suppliers		360	
TEP DELIVERY SERVICES		2000	
Customer Charge	0.62		
Distribution Delivery	9.23	Read Dt	
System Benefits	0.42	Avg Torre	81 81 86 88 80
Environmental Portfolio Surcharge	0 25		
Competition Transition Charge	7.87 CR		
TAXES AND ASSESSMENTS			
ACC Assessment	0.06		
RUCO Assessment	0.01		
City Franchise Fee	0.61		
State Sales Tex	1.61		

0.14

0.56

Total Electric Service Charges 31.04 Amount Transferred From Another Account **Total Charges** 71.55

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Mulitiplier	# Usage	
XH-612045	KWH	12-17	12-07	11-14	23	5583	5554	29	10	290	

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina.

Please Return this portion with your payment to ensure proper credit to your account.

Tucson Electric Power Co. P.O. Box 80077 Prescott AZ 86304-8077

Final Bill

#BWNDCCF

County Sales Tax City Sales Tax

> Please make payable to Tucson Electric Power Company. Wrue your TEP account number on front of check or money order.

DUE DATE Account AMOUNT DUE 12-26-2007 7190718165 \$31.04

N O1 7190718165 000064772 D 000003104 D 1

*HEERO Contribution**

Amount Paid

(Add one-time amount to share with a less fortunate neighbor. Visit top com to have a monthly pledge automatically added to your bill.)
"HEERO - Help with Emergency Energy Relief Operation.

+ Contribution* =

11...1...1...1...11...11...11...11...11...11...11... LANDMARK PROPERTIES 3737 E BELLEVUE ST. 4 **TUCSON AZ 85718**

TUCSON ELECTRIC POWER COMPANY P O BOX 80077 PRESCOTT AZ 86304-8077 Natallantidadallahiladallahiladallah

Account:

1089759845

Bill Date:

1-16-2008

Customer Name: LANDMARK PROPERTIES

Service Address: 3737 E BELLEVUE ST, 6 TUCSON AZ 85716-4036

-			
Previous Balance	 Payments/Credits 	+ Charges/Debits	= Current Balance
24 38	0 00	7 07	31 45

Delinquent Amount	DUE DATE	AMOUNT DUE
524.38	1-28-2008	\$31.45

R01 - Residential (Closed Service No. 1089759193)

Cost of Electric Service Used 12-18-07 - 1-11-08

COMPETITIVE SERVICES Generation of Electricity Transmission & Ancillary Billing Meter Services Meter Reading The Above Competitive Charges Can Be Compared to Other Suppliers	1 32 0 22 2.52 1 01 0.80	28- 18-	Historical Usage	
TEP DELIVERY SERVICES Customer Charge Distribution Delivery System Benefits Environmental Portfolio Surcharge Competition Transition Charge	0.62 0.63 0.02 0.02 0.66 CR	2007 0 Read Ot Avg Torup	50 50 50 50 50 50 50 50 50 50 50 50 50 5	2009
TAXES AND ASSESSMENTS ACC Assessment City Franchise Fee State Sales Tax County Sales Tax City Sales Tax	0.01 0.04 0.36 0.03 0.13			

Total Electric Service Charges

7.07

l	Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Mulitiplier	= Usage	1
	XH-84502	KWH	1-18	1-1)	12-17	25	1584	1582	2	10	20	

Para asistencia en Español, el numero de teléfono se encuentra al reverso de esta pagina

Please Return this portion with your payment to ensure proper credit to your account

Tucson Electric Power Co. P.O. Box 80077 Prescott AZ 86304-8077

Please make payable to Tucson Electric Power Company Write your TEP account number on front of check or money order.

Account	DUE DATE	AMOUNT DUE	+ Contribution* =	Amount Paid	1
1089759845	01-28-2008	\$31.45			ı

N 01 1089759845 000002438 D 000003145 D 1

*HEERO Contribution**

#BWNDCCF

Haladaldadadhalladhadhadhadlaadh LANDMARK PROPERTIES 3737 E BELLEVUE, 4 **TUCSON AZ 85718**

(Add one-lime amount to share with a less fortunate neighbor. Visit tep com to have a monthly pledge automatically added to your bill.) "HEERO. Help with Emergency Energy Relief Operation

TUCSON ELECTRIC POWER COMPANY P O BOX 80077 PRESCOTT AZ 86304-8077 No bellevelleller elektriske bedreite die der bei

Account:

1089759845

Bill Date:

12-20-2007

Customer Name: LANDMARK PROPERTIES

Service Address: 3737 E BELLEVUE ST, 6 TUCSON AZ 85716-4036

Previous Balance	- Payments/Credits	+ Charges/Debits	= Current Balance
42 32	42 32	24 38	24 38

DUE DATE	AMOUNT DUE
1-02-2008	524.38

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina.

Please Return this portion with your payment to ensure proper credit to your account

Tucson Electric Power Co. P O Box 80077 Prescott AZ 86304-8077

Please make payable to Tucson Electric Power Company. Write your TEP account number on front of check or money order.

TUCSON AZ 85716

Final Bill

	Account	DUE DATE	AMOUNT DUE	+ Contribution* =	Amount Paid
į	1089759845	01-02-2008	\$24.38		

N 01 1089759845 000004232 D 000002438 D 0

*HEERO Contribution** (Add one-time amount to share with a less fortunate neighbor. Visit tep com to have a monthly pledge autometically added to your bit!) "HEERO - Help with Emergency Energy Relief Operation."

#BWNDCCF Haladaladadlalladladladladladladladla LANDMARK PROPERTIES 3737 E BELLEVUE. 4

TUCSON ELECTRIC POWER COMPANY PO BOX 80077 PRESCOTT AZ 86304-8077

Halallanfallantallahttadadlahtadlahtadidid

Account:

1089759845

Customer Name:

LANDMARK PROPERTIES

R01 - Residential (Service No. 1089759193)

Cost of Electric Service Used 11-10-07 - 12-17-07

COMPETITIVE SERVICES	
Generation of Electricity	3.13
Transmission & Ancillary	0.56
Billing	2 52
Meter Services	1 01
Meter Reading	0 80
The Above Competitive Charges Can Be Compared to Other Suppliers	
TEP DELIVERY SERVICES	
Customer Charge	0 62
Distribution Delivery	1.59
System Benefits	0.07
	•.•.

Environmental Portfolio Surcharge	0.04
Competition Transition Charge	1.45 CI
TAXES AND ASSESSMENTS	
ACC Assessment	0 02
City Franchise Fee	0.11
State Sales Tax	0.51
County Sales Tax	0.04

City Sales Tax	0.18
Total Electric Service Charges	9.75
Connect Fee (including taxes)	14.63
Total Charges	24.38

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage	
XH-84502	KWH	1-18	12-17	11-09	38	1582	1577	5	10	50	

Residential (Service No. 1089759284)

Amount Transferred From Another Account

42.32 CR

Account:

8810660591

Bill Date:

9-17-2007

Customer Name: LANDMARK PROPERTIES

3737 E BELLEVUE ST, 7

Service Address:

TUCSON AZ 85716-4036

Previous Balance	- Payments/Credits	+ Charges/Debits	= Current Belance	ĺ
0 00	0 00	55.54	55 54	

DUE DATE	AMOUNT DUE
9-27-2007	\$55.54

R01 - Residential (Closed Service No. 8810660745)

Cost of Electric Service Used 8-21-07 - 9-11-07

COMPETITIVE SERVICES	
Generation of Electricity	23 74
Transmission & Anciliary	3 91
Billing	2.52
Meter Services	1 01
Meter Reading	0.80

The Above Competitive Charges Can Be Compared to Other Suppliers

TEP DELIVERY SERVICES	
Customer Charge	0.62
Distribution Delivery	11.15
System Benefits	0.51
Environmental Portfolio Surcharge	0.31
Competition Transition Charge	7 54 CR
TAXES AND ASSESSMENTS	
ACC Assessment	0.08
RUCO Assessment	0.01
City Franchise Fee	0.74
State Sales Tax	2.12
County Sales Tax	0.19
City Sales Tax	0.74

Total Electric Service Charges 40.91 Service Establishment Fee (including taxes) 14.63 **Total Charges** 55.54

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Mulitiplier	= Usage
AMR3-52547	KWH	9-14	9-11	8-20	22	1712	1677	35	10	350

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina.

Please Return this portion with your payment to ensure proper credit to your account.

Tucson Electric Power Co. P O Box 80077 Prescott AZ 88304-8077

Please make payable to Tucson Electric Power Company. Write your TEP account number on front of check or money order

Final Bill

DUE DATE AMOUNT DUE Account + Contribution* = **Amount Paid** 8810660591 09-27-2007 \$55.54

N D1 8810660591 000000000 D 000005554 D 7

*HEERO Contribution**

#BWNDCCF

LANDMARK PROPERTIES 3737 E BELLEVUE, 4 **TUCSON AZ 85716**

(Add one-time amount to share with a less fortunate neighbor. Visit tep com to have a monthly pledge automatically added to your bit!) ""HEERO. Help with Emergancy Energy Reier! Operation

TUCSON ELECTRIC POWER COMPANY P O BOX 80077 PRESCOTT AZ 86304-8077 The best to the test of the state of the sta

Account:

5922039500

Bill Date:

8-16-2007

Customer Name: LANDMARK PROPERTIES

Service Address. 3737 E BELLEVUE ST, 11 TUCSON AZ 85716-4037

Previous Balance	- Payments/Credits	+ Charges/Debits	= Current Balance
78.47	78,47	78 22	78.22

DUE DATE	AMOUNT DUE			
8-28-2007	\$78.22			

Join TEP at the Alternative Energy EXPO on Friday, September 14, from 3pm to 7pm and Saturday, September 15, from 10am to 6pm at the Tucson Convention Center A \$5 admission charge may apply. Visit tucsonaltenergyexpo com for more details.

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina.

Please Return this portion with your payment to ensure proper credit to your account

Tucson Electric Power Co P O Box 80077 Prescott AZ 86304-8077

Please make payable to Tucson Electric Power Company. Write your TEP account number on front of check or money order

Final Bill

<i></i>				
Account	DUE DATE	AMOUNT DUE	+ Contribution* =	Amount Paid
5922039500	08-28-2007	\$78.22		

N O1 5922039500 000007847 D 000007822 D 0

*HEERO Contribution**

#BWNDCCF

LANDMARK PROPERTIES 3737 E BELLEVUE, 4 **TUCSON AZ 85716**

(Add one-time amount to share with a less fortunate neighbor. Visit tep com to have a monthly pledge automatically added to your bill.) "HEERO: Help with Emergency Energy Relief Operation."

TUCSON ELECTRIC POWER COMPANY PO BOX 80077 PRESCOTT AZ 86304-8077 Haladhadhlaafallahlaafadhallaallaallaalla Account:

5922039500

Customer Name:

LANDMARK PROPERTIES

Residential (Service No. 5922039079)

Amount Transferred From Another Account

78 47 CR

R01 - Residential (Closed Service No. 5922039474)

Cost of Electric Service Used 7-18-07 - 8-13-07

COMPETITIVE SERVICES	
Generation of Electricity	56.72
AZISA Assessment	0.01
Transmission & Ancillary	8.04
Billing	2.52
Meter Services	1.01
Meter Reading	0 80
The Above Competitive Charges Can	
Be Compared to Other Suppliers	
TEP DELIVERY SERVICES	
Customer Charge	0.62
Distribution Delivery	22.93
System Benefits	1.03
Environmental Portfolio Surcharge	0.35
Competition Transition Charge	23.31 CR
TAXES AND ASSESSMENTS	
ACC Assessment	0.14
RUCO Assessment	0.03
City Franchise Fee	1.51
State Sales Tax	4.05
County Sales Tax	0 36
City Sales Tax	-1.41

Fotal Electric Service Charges

78 22

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Pnor Reading	= Reading Difference	x Multipher	= Usage	
\MR3-54789	KWH	8-15	8- 1 7	7-17	27	1244	1172	72	10	720	

Account:

8038237033

Bill Date:

1-08-2008

Customer Name: LANDMARK PROPERTIES

Service Address: 3737 E BELLEVUE ST, 12 TUCSON AZ 85716-4037

ĺ	Previous Balance	- Payments/Credits	+ Charges/Debits	= Current Balance
	71 02	71 02	179 71	179.71

DUE DATE	AMOUNT DUE
1-21-2008	\$179.71

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina.

Please Return this portion with your payment to ensure proper credit to your account

Tucson Electric Power Co P O Box 80077 Prescott AZ 86304-8077

Please make payable to Tucson Electric Power Company. Write your FEP account number on front of check or money order.

Final Bill

Account	DUE DATE	AMOUNT DUE	+ Contribution* =	Amount Paid
8038237033	01-21-2008	\$179.71		

N O1 8038237033 000007102 D 000017971 D 5

*HEERO Contribution**

#BWNDCCF

LANDMARK PROPERTIES 3737 E BELLEVUE ST. 12 TUCSON AZ 85718-4037

(Add one-time amount to share with a less fortunate neighbor. Visit leg com to have a monthly pledge automatically added to your bit) "HEERO Help with Emergency Energy Relief Operation."

TUCSON ELECTRIC POWER COMPANY P O BOX 80077 PRESCOTT AZ 86304-8077 Haladinadidhadadhadhadhadhadhadhadhaddd Account:

8038237033

Customer Name:

LANDMARK PROPERTIES

R01 - Residential (Closed Service No. 8038237343)

Cost of Electric Service Used 12-15-07 - 1-3-08

COMPETITIVE SERVICES	
Generation of Electricity	14.65
Transmission & Ancillary	2.45
Billing	2.52
Meter Services	1 01
Meter Reading	0.80

The Above Competitive Charges Can Be Compared to Other Suppliers

TEP DELIVERY SERVICES	
Customer Charge	0.62
Distribution Delivery	7.01
System Benefits	0.32
Environmental Portfolio Surcharge	0 19
Competition Transition Charge	7.11 CR

TAXES AND ASSESSMENTS 0.04 ACC Assessment 0.01 RUCO Assessment 0.46 City Franchise Fee 0.46 State Sales Tax 1.29 County Sales Tax 0.11 City Sales Tax 0.45

Total Electric Service Charges	24.82
Service Establishment Fee (including taxes)	14.63
Amount Transferred From Another Account	140.26
Total Charges	179.71

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	# Reading Difference	x Mulitiplier	= Usage
AMR3-50606	KWH	1-18	1-03	12-14	26	566	544	22	10	220

Residential (Service No. 8038237794)

Amount Transferred From Another Account

71 02 CR

Account:

8129723761

Bill Date:

12-12-2007

Customer Name: LANDMARK PROPERTIES

Service Address: 3737 E BELLEVUE ST. 13 TUCSON AZ 85716-4037

Previous Balance	- Payments/Credits	+ Charges/Debits	s - Current Balance	
30.14	0.00	7 97	38 11	

DUE DATE	AMOUNT DUE
12-26-2007	\$38.11

R01 - Residential (Closed Service No. 8129723454)

Cost of Electric Service Used 11-15-07 - 12-6-07

COMPETITIVE SERVICES	
Generation of Electricity	1 84
Transmission & Ancillary	0 34
Billing	2 52
Meter Services	101
Meter Reading	0 80

The Above Competitive Charges Can Be Compared to Other Suppliers

	0.62
Distribution Delivery	0.95
System Benefits	0.04
Environmental Portfolio Surcharge	0.03
Competition Transition Charge	0.85 CR

ACC Assessment 0.01 City Franchise Fee 0.06 State Sales Tax 0.41 County Sales Tax City Sales Tax 0.15

Total Electric Service Charges

7 97

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	≈ Reading Difference	x Mulitiplier	≃ Usage	
AMR3-55705	KWH	12-17	12-06	11-14	22	1916	1913	3	10	30	j

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina

Please Return this portion with your payment to ensure proper credit to your account

Tucson Electric Power Co. P.O. Box 80077 Prescott AZ 86304-8077

TUCSON AZ 85716

Final Bill

Please make payable to Tucson Electric Power Company. Write your TEP account number on front of check or money order.

Account DUE DATE AMOUNT DUE Contribution* = **Amount Paid** 8129723761 12-26-2007 \$38.11

N O1 8129723761 000003014 D 000003811 D 2

*HEERO Contribution

#BWNDCCF LANDMARK PROPERTIES 3737 E BELLEVUE. 4

(Add one-time amount to share with a less fortunate neighbor. Visit tep com to have a monthly piedge automatically added to your bill.)
"*HEERO - Help with Emergency Energy Relief Operation.

TUCSON ELECTRIC POWER COMPANY P O BOX 80077 PRESCOTT AZ 86304-8077 Heleffeedblooksfishelselselledbellesball

Account:

2347481762

Bill Date:

3-17-2008

Customer Name: LANDMARK PROPERTIES

Service Address: 3737 E BELLEVUE ST, 14

TUCSON AZ 85716-4037

Previous Balance	- Paymenta/Credits	+ Charges/Debits	= Current Balance
196.91	0 00	8 85	205.76

DUE DATE	AMOUNT DUE
3-27-2008	\$205.76

R01 - Residential (Closed Service No. 2347481822)

Cost of Electric Service Used 2-19-08 - 3-7-08

			Historical Us	age
COMPETITIVE SERVICES		'*07		
Generation of Electricity	2.62)		
Transmission & Ancillary	0.45	.,,		
Billing	2 52	*′]		
Meter Services	1.01	1		
Meter Reading	0.80	→		
The Aberra Communication Changes Com				
The Above Competitive Charges Can		22		
Be Compared to Other Suppliers				
TEP DELIVERY SERVICES		3001		
Customer Charge	0.62			• •
Distribution Delivery	1.28	Road (1		
System Benefits	0.06	Avg Terre		72 62 40 50 56
Environmental Portfolio Surcharge	0.04			
Competition Transition Charge	1 30 CR			
TAXES AND ASSESSMENTS				
ACC Assessment	0.01			
City Franchise Fee	0.08			
State Sales Tax	0.46			
County Sales Tax	0.04			
City Sales Tax	0.16			

Total Electric Service Charges

8.85

Mater	Unit of Measure	Next Reed Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Mulitiplier	= Usage	
AMR3-49933	KWH	3-18	3-07	2-18	18	2121	2117	4	10	40	

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina

Please Return this portion with your payment to ensure proper credit to your account

Tucson Electric Power Co. P Q Bax 80077 Prescott AZ 86304-8077 Please make payable to Tucson Electric Power Company.
Write your TEP account number on front of check or money order.

Final Bill

Account	DUE DATE	AMOUNT DUE	+ Contribution* =	Amount Paid
2347481762	03-27-2008	\$205.76		

N D1 2347481762 000019691 D 000020576 D 2

*HEERO Contribution**

#BWNDCCF

(Add one-time amount to share with a less fortunate neighbor. Visit tep com to have a monthly pledge automatically added to your bill.) "HEERO - Help with Emergency Energy Relief Operation

TUCSON ELECTRIC POWER COMPANY P O BOX 80077 PRESCOTT AZ 86304-8077 Ibahlandall

Account:

7011618460

Bill Date:

8-08-2007

Customer Name: LANDMARK PROPERTIES

Service Address: 3737 E BELLEVUE ST. 15

TUCSON AZ 85716-4037

1	Previous Balance	· Payments/Credits	+ Charges/Debits	= Current Balance
	194 65	0 00	29 70	224 35

DUE DATE	AMOUNT DUE
8-20-2007	\$224.35

Join TEP at the Alternative Energy EXPO on Friday, September 14, from 3pm to 7pm and Saturday, September 15, from 10am to 6pm at the Facson Convention Center A \$5 admission charge may apply Visit the conditenergy expo com for more details

R01 - Residential (Closed Service No. 7011618209)

Cost of Electric Service Used 7-18-07 - 8-3-07

COMPETITIVE SERVICES	
Generation of Electricity	18.76
Transmission & Ancillary	2 68
Billing	2 52
Meter Services	1 01
Meter Reading	0.80

Meter Reading	0.80
The Above Competitive Charges Can	
Be Compared to Other Suppliers	
TEP DELIVERY SERVICES	
Customer Charge	0.62
Distribution Delivery	7.64
System Benefits	0.34
Environmental Portfolio Surcharge	0.21
Competition Transition Charge	7.65 CR
TAXES AND ASSESSMENTS	
ACC Assessment	0.05
RUCO Assessment	0.01
City Franchise Fee	0.50
State Sales Tax	1.54
County Sales Tax	0.13
City Sales Tax	0.54

Total Electric Service Charges

29.70

	Meler	Unit of Measure	Next Read Date	Current Reed Date	Prior Read Date	Days	Current Reading	Prior Reading	≃ Reading Difference	x Mulitiplier	* Usage	
•	XH-50847	KWH	8-15	8-03	7-17	17	2773	2749	24	10	240	

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina

Please Return this portion with your payment to ensure proper credit to your account

Tucson Electric Power Co. P.O. Box 80077 Prescott AZ 86304-8077

Please make payable to Tucson Electric Power Company. Write your IEP account number on front of check or money order

Final Bill

Account	DUE DATE	AMOUNT DUE	+ Contribution* =	Amount Paid
7011618460	08-20-2007	\$224.35		

N O1 7011618460 000019465 D 000022435 D 5

*HEERO Contribution**

#BWNDCCF

LANDMARK PROPERTIES 3737 E BELLEVUE. 4 **TUCSON AZ 85716**

(Add one-time amount to share with a less fortunate neighbor. Visit tep com to have a monthly pledge automatically added to your bill.) ""HEERO: Help with Emergency Energy Relief Operation

TUCSON ELECTRIC POWER COMPANY PO BOX 80077 PRESCOTT AZ 86304-8077 thatallandallandallahlandallandandallahlandallah

Account:

6180668937

Bill Date:

9-17-2007

Customer Name: LANDMARK PROPERTIES

Service Address: 3737 E BELLEVUE ST, 17 TUCSON AZ 85716-4037

Previous Balance	- Payments/Credits	+ Charges/Debits	= Current Balance
0 00	0 00	67 68	67 68

DUE DATE	AMOUNT DUE
9-27-2007	\$67.68

R01 - Residential (Closed Service No. 6180668481)

Cost of Electric Service Used 8-14-07 - 9-14-07

COMPETITIVE SERVICES	
Generation of Electricity	32 58
Transmission & Ancillary	5 25
Billing	2 52
Meter Services	1 01
Meter Reading	0.80

The Above Competitive Charges Can Be Compared to Other Suppliers

0 62
14.97
0.67
0.35
10.79 CR

TAXES AND ASSESSMENTS	
ACC Assessment	0.10
RUCO Assessment	0.02
City Franchise Fee	0.99
State Sales Tax	2.75
County Sales Tax	0.25
City Sales Tax	0.96

Total Electric Service Charges	53 05
Service Establishment Fee (including taxes)	14.63
Total Charges	67 68

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	* Reading Difference	x Mulitiplier	= Usage
XH-600043	KWH	10-15	9-14	8-13	32	3380	3333	47	10	470

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina.

Please Return this portion with your payment to ensure proper credit to your account

Tucson Electric Power Co. P.O. Box 80077 Prescott AZ 86304-8077

Please make payable to Tucson Electric Power Company Write your TEP account number on front of check or money order.

Final Bill

Account	DUE DATE	AMOUNT DUE	+ Contribution* =	Amount Paid
6180668937	09-27-2007	\$67.68		

N O1 6180668937 000000000 D 000006768 D 3

#BWNDCCF

LANDMARK PROPERTIES 3737 E BELLEVUE, 4 **TUCSON AZ 85716**

*HEERO Contribution** (Add one-time amount to share with a less fortunate neighbor. Visit tep com to have a monthly bledge automatically added to your bit.) "HEERO - Help with Emergency Energy Relief Operation

TUCSON ELECTRIC POWER COMPANY P O BOX 80077
PRESCOTT AZ 86304 8077 Hadadhaadhdhaadadhabdhaabadhaadhadhabdh

Account:

1311720421

Bill Date:

1-07-2008

Customer Name: LANDMARK PROPERTIES

Service Address: 3737 E BELLEVUE ST. 18

TUCSON AZ 85716-4037

Previous Balance	- Payments/Credits	+ Charges/Debits	= Current Balance
154 25	0.00	7 97	162 22

Delinquent Amount	DUE DATE	AMOUNT DUE		
\$154.25	1-17-2008	\$162.22		

R01 - Residential (Closed Service No. 1311720738)

Cost of Electric Service Used 12-18-07 - 1-3-08

COMPETITIVE SERVICES			Historical Usage	
	• • •	****		-
Generation of Electricity	2 01			
Transmission & Ancillary	0.34	344		
Billing	2.52	_		
Meter Services	1.01	1		
Meter Reading	0.80	2300		
The Above Competitive Charges Can				
Be Compared to Other Suppliers		115		
TEP DELIVERY SERVICES		,000		
Customer Charge	0.62			
Distribution Delivery	0.95	Reed CR		\$ g
System Benefits	0.04	Avg		2 5
Environmental Portfolio Surcharge	0.04	famp		82 49
Competition Transition Charge				
Competition Transition Charge	1 02 CR			
TAXES AND ASSESSMENTS				
ACC Assessment	0.01			
City Franchise Fee	0.06			
State Sales Tax	0.41			
County Sales Tax	0.04			
City Sales Tax				
cuj umos ran	0.15			

Total Electric Service Charges

7 97

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	≈ Reading Difference	x Mulitiplier	= Usage
XH-529245	KWH	1-18	1-03	12-17	17	5938	5935	3		30

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina.

Please Return this portion with your payment to ensure proper credit to your account

Tucson Electric Power Co. P O Box 80077 Prescott AZ 86304-8077

Please make payable to Tucson Electric Power Company Write your TEP account number on front of check or money order.

Final Bill

Account DUE DATE AMOUNT DUE + Contribution* = Amount Paid 1311720421 01-17-2008 \$162.22

N O1 1311720421 000015425 D 000016222 D 0

#BWNOCCF

LANDMARK PROPERTIES 3737 E BELLEVUE, 4 **TUCSON AZ 85716**

*HEERO Contribution** (Add one-time amount to share with a less fortunate neighbor. Visit tep com to have a monthly pledge automatically added to your bill.) "HEERO: Help with Emergency Energy Relief Operation

TUCSON ELECTRIC POWER COMPANY P O BOX 80077 PRESCOTT AZ 86304-8077 Hadallandidhadalladalladladladladdd

Account:

3774215558

Bill Date:

1-21-2008

Customer Name: LANDMARK PROPERTIES

Service Address: 3737 E BELLEVUE ST. 24

TUCSON AZ 85716-4006

Previous Salance	- Psyments/Credits	+ Charges/Debits	- Current Balance
195 95	0.00	13.29	209 24

DUE DATE	AMOUNT DUE
1-31-2008	\$209.24

R01 - Residential (Closed Service No. 3774215345)

Cost of Electric Service Used 12-18-07 - 1-15-08

COMPETITIVE SERVICES	
Generation of Electricity	5 91
Transmission & Ancillary	101
Billing	2 52
Meter Services	1 01
Meter Reading	0 80

old Mending	0.00
The Above Competitive Charges Can	
Be Compared to Other Suppliers	
TEP DELIVERY SERVICES	
Customer Charge	0.62
Distribution Delivery	2.86
System Benefits	0.13
Environmental Portfolio Surcharge	0.08
Competition Transition Charge	2.85 CR
TAXES AND ASSESSMENTS	
ACC Assessment	0 02
City Franchise Fee	0.19
State Sales Tax	0.69
County Sales Tax	0.06
City Salas Tay	0.24

Total Electric Service Charges

13 29

Moter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	≈ Reading Difference	x Mulitiplier	= Usage	
AMR3-56389	KWH	1-18	1-16	12-17	30	2007	1998	9	to.	90	•

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina

Please Return this portion with your payment to ensure proper credit to your account

Tucson Electric Power Co P O Box 80077 Prescott AZ 86304 8077

Please make payable to Tucson Electric Power Company Write your TEP account number on front of check or money order

Final Bill

Account DUE DATE AMOUNT DUE + Contribution* = **Amount Paid** 3774215558 01-31-2008 \$209.24

N OL 3774215558 000019595 D 000020924 D 6

*HEERO Contribution**

#BWNDCCF

H.A.H.A.A.M.H.H.H.H.H.H.H.H.H. LANDMARK PROPERTIES 3737 E BELLEVUE, 4 **TUCSON AZ 85718**

(Add one-time amount to share with a less fortunate neighbor. Visit tep com to have a monthly piedge autometically added to your bit.) "HEERO. Help with Emergency Energy Reief Operation."

TUCSON ELECTRIC POWER COMPANY P O BOX 80077 PRESCOTT AZ 86304-8077 Holollandallandalladdisələri balladıdla

Account:

7628431122

Bill Date:

12-06-2007

Customer Name: LANDMARK PROPERTIES

Service Address: 3737 E BELLEVUE ST, 26 TUCSON AZ 85716-4006

Previous Balance	- Payments/Credits	+ Charges/Debits	Current Balance
24 76	0 00	7 07	31 83

DUE DATE	AMOUNT DUE					
12-18-2007	\$31.83					

R01 - Residential (Closed Service No. 7628431764)

Cost of Electric Service Used 11-15-07 - 12-4-07

COMPETITIVE SERVICES

Generation of Electricity Transmission & Ancillary 0 22 Billing Meter Services 2.52 101 Meter Reading 0.80

The Above Competitive Charges Can Be Compared to Other Suppliers

TEP DELIVERY SERVICES

Customer Charge 0 62 Distribution Delivery 0 63 System Benefits 0.02 Environmental Portfolio Surcharge 0 02 Competition Transition Charge 0.56 CR

TAXES AND ASSESSMENTS

ACC Assessme 0.01 0.04 City Franchise Fee State Sales Tax County Sales Tax 0.03 City Sales Tax 0.13

Total Electric Service Charges

7 07

Meler	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Mulitiplier	= Usage
XH-214939	KWH	12-17	12-04	11-14	20	3826	3824	2	10	20

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina

Please Return this portion with your payment to ensure proper credit to your account

Tucson Electric Power Co P O Box 80077 Prescott AZ 86304-8077

Please make payable to Tucson Electric Power Company Write your TEP account number on front of check or money order

Final Bill

Account	DUE DATE	AMOUNT DUE	• C	ontribution* =	Amount Paid
7628431122	12-18-2007	\$31.83			

N 01 7628431122 000002476 D 000003183 D 5

*HEERO Contribution**

#BWNDCCF

LANDMARK PROPERTIES 3737 E BELLEVUE, 4 **TUCSON AZ 85716**

(Add one-time amount to share with a less fortunate neighbor. Visit tep com to have a monthly piedge sutomatically added to your bill.) "HEERO: Help with Emergency Energy Relief Operation.

TUCSON ELECTRIC POWER COMPANY PO BOX 80077 PRESCOTT AZ 86304-8077 Nata-Haadallaadadhaldhadhadhadhadhadhalda

Account:

3491483347

Bill Date:

1-10-2008

Customer Name: LANDMARK PROPERTIES

Service Address: 3737 E BELLEVUE ST, 218 **FUCSON AZ 85716-4038**

Previous Balance	- Payments/Credits	+ Charges/Debits	= Current Balance
29 67	0 00	38 14	67.81

DUE DATE	AMOUNT DUE
1-22-2008	\$67.81

R01 - Residential (Closed Service No. 3491483303)

Cost of Electric Service Used 12-18-07 - 1-7-08

			Historical Usage	
COMPETITIVE SERVICES		380)		_
Generation of Electricity	24 48			
Transmission & Ancillary	4 13	200-		
Billing	2.52	/		
Meter Services	1 01	Į.		
Meter Reading	0 80	180-		
The Above Competitive Charges Can		İ		
Be Compared to Other Suppliers		**		
TEP DELIVERY SERVICES		2007		
Customer Charge	0.62			
Distribution Delivery	11.79	Read CI		
System Benefits	0.53	Avg Tarsp		
Environmental Portfolio Surcharge	0.32			81 48
Competition Transition Charge	11.76 CR			
TAXES AND ASSESSMENTS				
ACC Assessment	0.07			
RUCO Assessment	0.01			
City Franchise Fee	0.78			
State Sales Tax	1.98			
County Sales Tax	0.17			
City Sales Tax	0.69			

Total Electric Service Charges

38.14

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	# Reading Difference	x Mulitiplier	= Usage	
XH-634049	KWH	1-18	1-07	12-17	21	4008	3971	37	10	370	

Para asistencia en Español, el número de telefono se encuentra al reverso de esta pagina

Please Return this portion with your payment to ensure proper credit to your account

Tucson Electric Power Co P O Box 80077 Prescott AZ 86304-8077

TUCSON AZ 85716

Please make payable to Tucson Electric Power Company. Write your TEP account number on front of check or money order

Final Bill

AMOUNT DUE Account DUE DATE + Contribution* = Amount Paid 3491483347 01-22-2008 \$67.81

N O1 3491483347 000002967 D 000006781 D 0

*HEERO Contribution**

#BWNDCCF LANDMARK PROPERTIES 3737 E BELLEVUE, 4

(Add one-time amount to share with a less fortunate neighbor. Visit tep com to have a monthly piedge automatically added to your bill.) "HEERO - Help with Emergency Energy Relief Operation.

TUCSON ELECTRIC POWER COMPANY P O BOX 80077 PRESCOTT AZ 86304-8077 Hedellerellellerelellerlelderlerderllerellerleidellel

Account:

6978467648

Bill Date:

9-11-2007

Customer Name: LANDMARK PROPERTIES

Service Address: 3737 E BELLEVUE ST, 225 TUCSON AZ 85716-4038

Previous Balance	 Payments/Credits 	+ Charges/Debits	* Current Balance
33 15	0.00	79 23	112 38

DUE DATE	AMOUNT DUE
9-24-2007	\$112.38

R01 - Residential (Closed Service No. 8978467233)

Cost of Electric Service Used 8-16-07 - 9-7-07

COMPETITIVE SERVICES	
Generation of Electricity	52.94
AZISA Assessment	0.01
Fransmission & Ancillary	8.15
Billing	2 52
Meter Services	101
Meter Reading	0.80
The Above Competitive Charges Can Be Compared to Other Suppliers	
TEP DELIVERY SERVICES	

Customer Charge	0.62
Distribution Delivery	23.25
System Benefits	1.05
Environmental Portfolio Surcharge	0.35
Competition Transition Charge	19.07 CR
TAXES AND ASSESSMENTS	
ACC Assessment	0.14
DUICO A	0.14

RUCO Assessment 0.03 City Franchise Fee 1.53 State Sales Tax 4.10 County Sales Tax 0.37 City Sales Tax 1.43

Total Electric Service Charges

79,23

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Mulitiplier	= Usage	
XH-601943	KWH	9-14	9-07	B-15	23	1681	1608	73	10	730	

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina.

Please Return this portion with your payment to ensure proper credit to your account

Tucson Electric Power Co PO Box 80077 Prescott AZ 86304-8077

Please make payable to Tucson Electric Power Company Write your IEP account number on front of check or money order

Final Bill

	Account	DUE DATE	AMOUNT DUE	+ Contribution* =	Amount Paid
ĺ	6978467648	09-24-2007	\$112.38		

N 01 6978467648 000003315 D 000011238 D 6

*HEERO Contribution

#BWNDCCF

LANDMARK PROPERTIES 3737 E BELLEVUE, 4 **TUCSON AZ 85716**

(Add one time amount to share with a less fortunate neighbor. Visit top com to have a monthly pledge automatically added to your bill?) "HEERO: Help with Emergency Energy Relief Operation

TUCSON ELECTRIC POWER COMPANY P O BOX 60077 PRESCOTT AZ 86304-8077 Habelleadhlian hallafallachadhadhadhallaf

EXHIBIT D



Tucson Electric Power Company Rules and Regulations

A UniSource Energy Company

SECTION 11 BILLING AND COLLECTION (continued)

H. Deferred Payment Plan

- The Company may, prior to termination, offer to qualifying residential Customers a deferred payment plan for the Customer to retire unpaid bills for electric service.
- 2. Each deferred payment agreement entered into by the Company and the Customer, due to the Customer's inability to pay an outstanding bill in full, will provide that service will not be discontinued if:
 - a. Customer agrees to pay a reasonable amount of the outstanding bill at the time the parties enter into the deferred payment agreement.
 - b. Customer agrees to pay all future bills for electric service in accordance with the Company's Pricing Plans.
 - Customer agrees to pay a reasonable portion of the remaining outstanding balance in installments over a
 period not to exceed six (6) months.

Filed By: Title:

Raymond S. Heyman Senior Vice President

Senior Vice President and General Counsel Entire Electric Service Area Tariff No.: Effective: Rules & Regulations December 1, 2008

Page 43 of 58

District:

Page No.:

EXHIBIT E



Tucson Electric Power Company Rules and Regulations

A UniSource Energy Company

SECTION 11 BILLING AND COLLECTION

- B. Combining Meters, Minimum Bill Information
 - Each bill for residential service will contain the following minimum information:
 - Date and meter reading at the start of billing period or number of days in the billing period;
 - Date and meter reading at the end of the billing period; b.
 - Billed usage and demand (if applicable); C.
 - Rate schedule number; d.
 - Company telephone number;
 - Customer's name;
 - Service account number:
 - Amount due and due date: h.
 - Past due amount:
 - Adjustment clause costs, where applicable;
 - All applicable taxes; and
 - The address for the Arizona Corporation Commission.

C. **Billing Terms**

- All bills for the Company's services are due and payable no later than ten (10) days from the date the bill is rendered. Any payment not received within this time frame will be considered past due.
- For purposes of this rule, the date a bill is rendered may be evidenced by:
 - The postmark date;
 - The mailing date; or b.
 - The billing date shown on the bill. However, the billing date will not differ from the postmark or mailing date by more than two (2) days.
- All past due bills for the Company's services are due and payable within fifteen (15) days. Any payment not received within this time frame will be considered delinquent and will incur a late payment finance charge.

Filed By:

Raymond S. Heyman

Senior Vice President and General Counsel

Entire Electric Service Area

Tariff No.: Effective:

Rules & Regulations December 1, 2008

Page No.:

Page 40 of 58

Title: District:



Tucson Electric Power Company Rules and Regulations

A UniSource Energy Company

SECTION 11 BILLING AND COLLECTION (continued)

- 4. All delinquent bills for which payment has not been received within five (5) days will be subject to the provisions of the Company's termination procedures.
- 5. All payments of current amounts may be made at or mailed to the office of the Company or to the Company's duly authorized representative.

Filed By:

Title:

Raymond S. Heyman

Senior Vice President and General Counsel

District:

Entire Electric Service Area

Tariff No.:

Rules & Regulations

Effective:

December 1, 2008

Page No.:

Page 41 of 58